

100

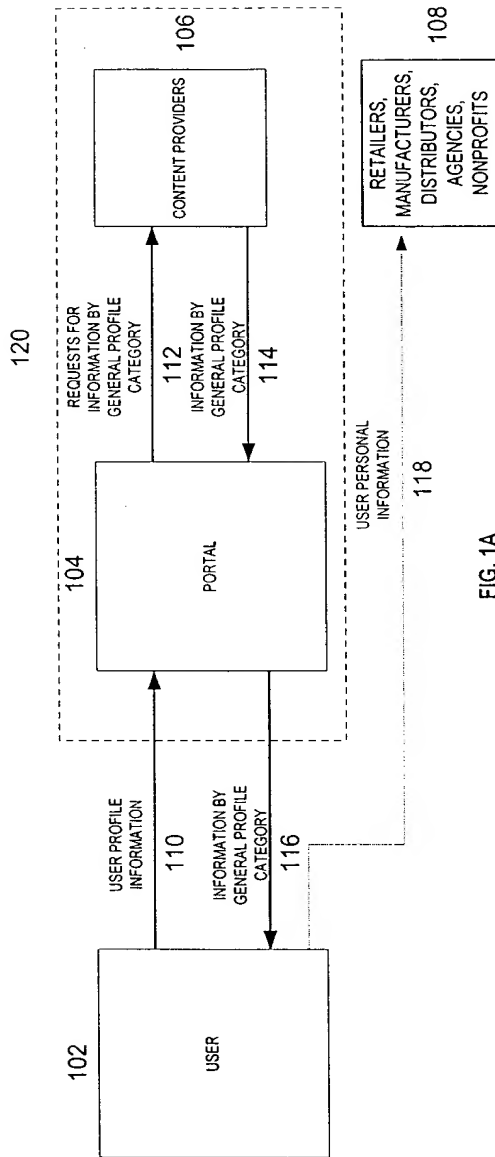


FIG. 1A

124

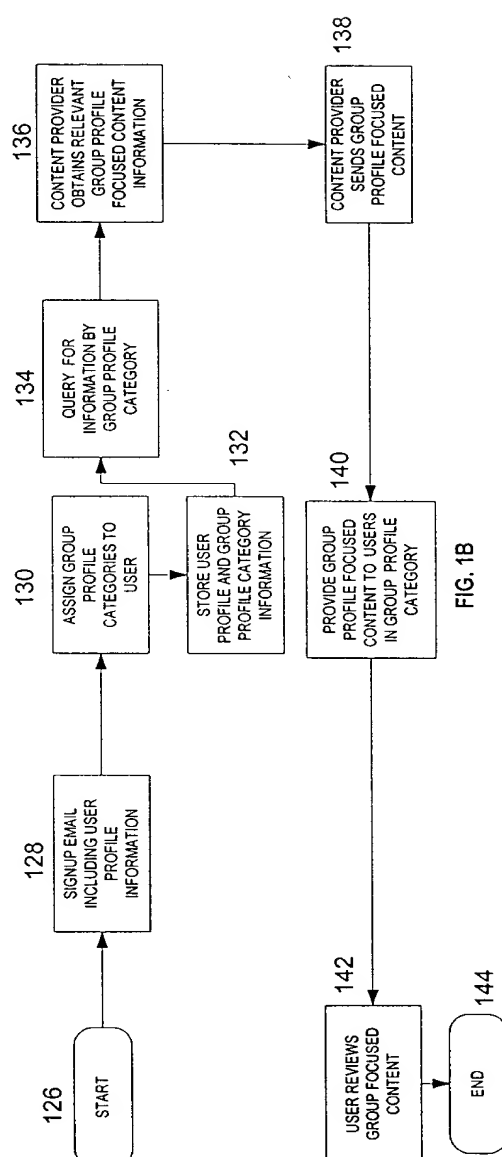


FIG. 1B

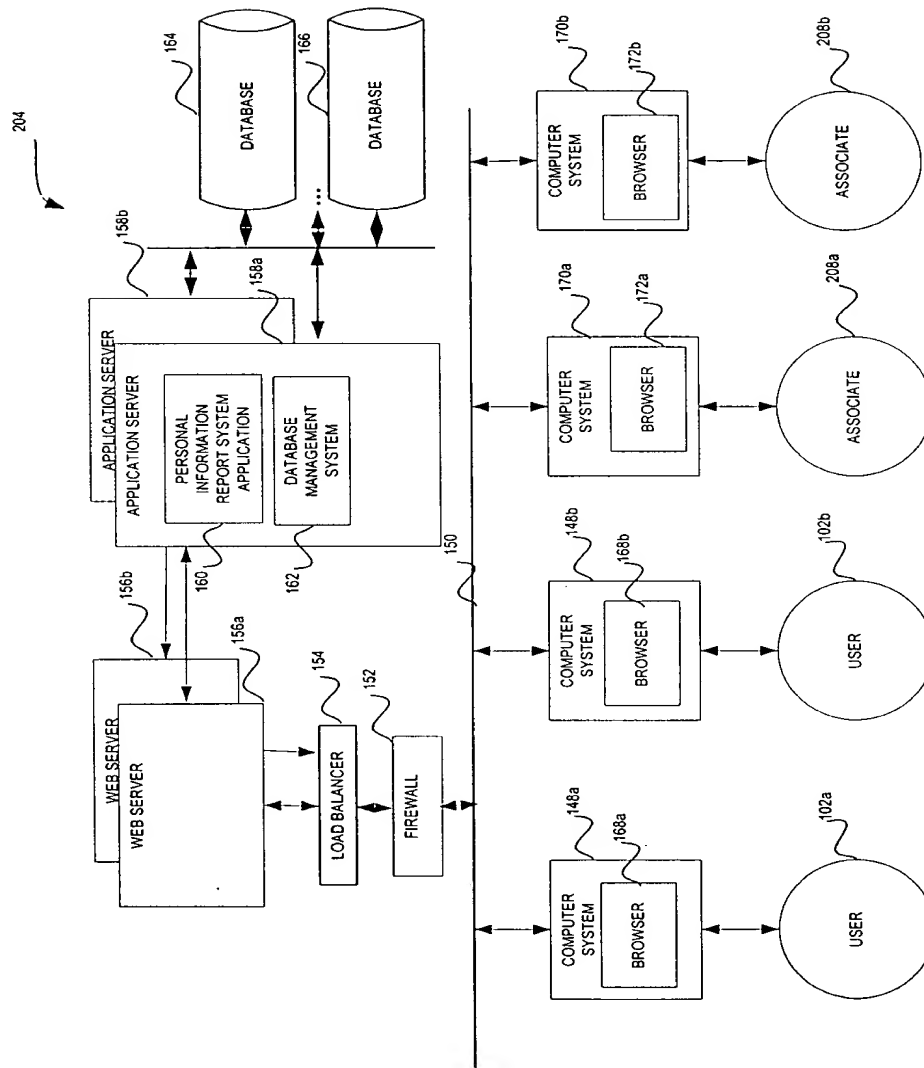


FIG. 1C

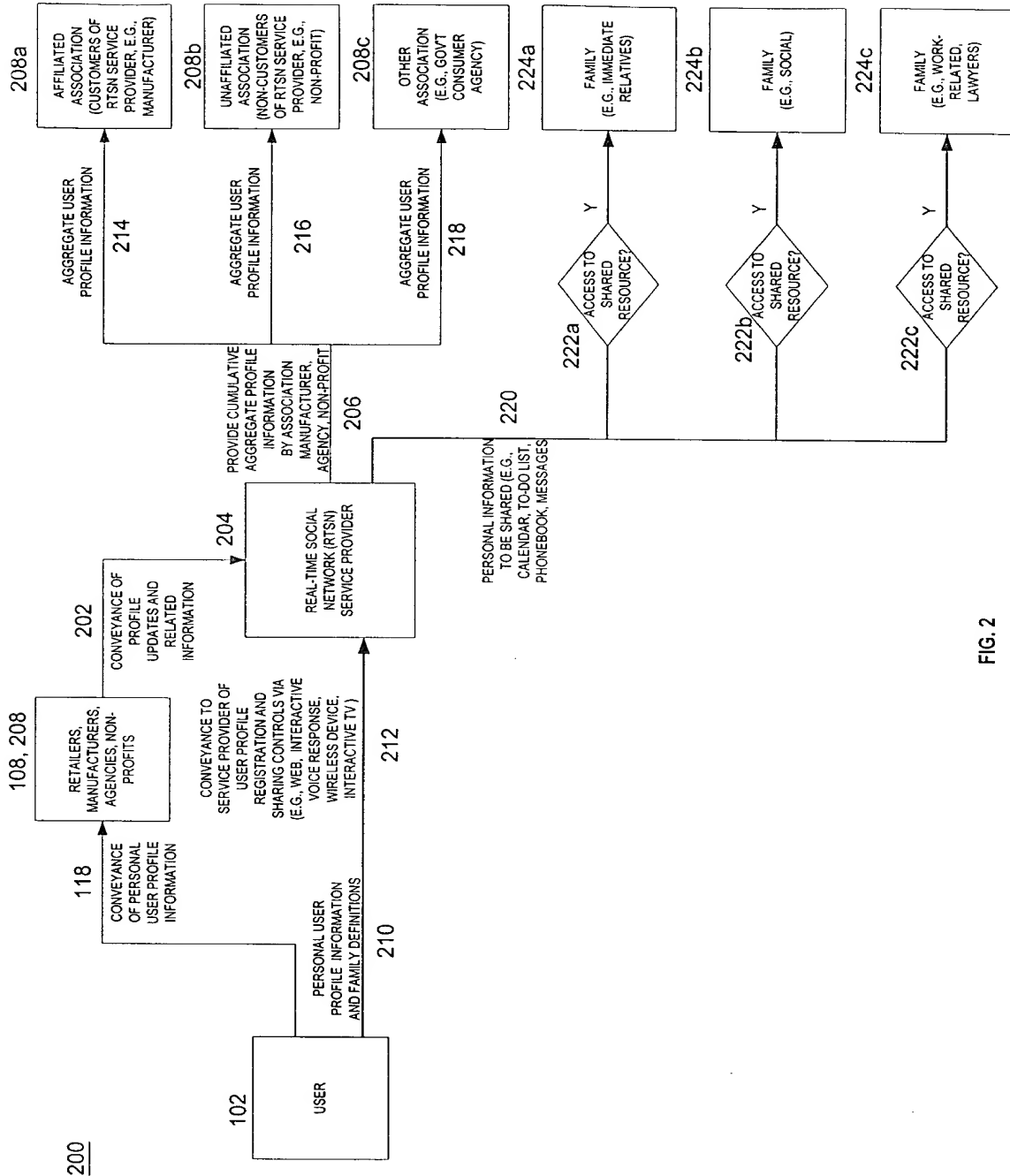


FIG. 2

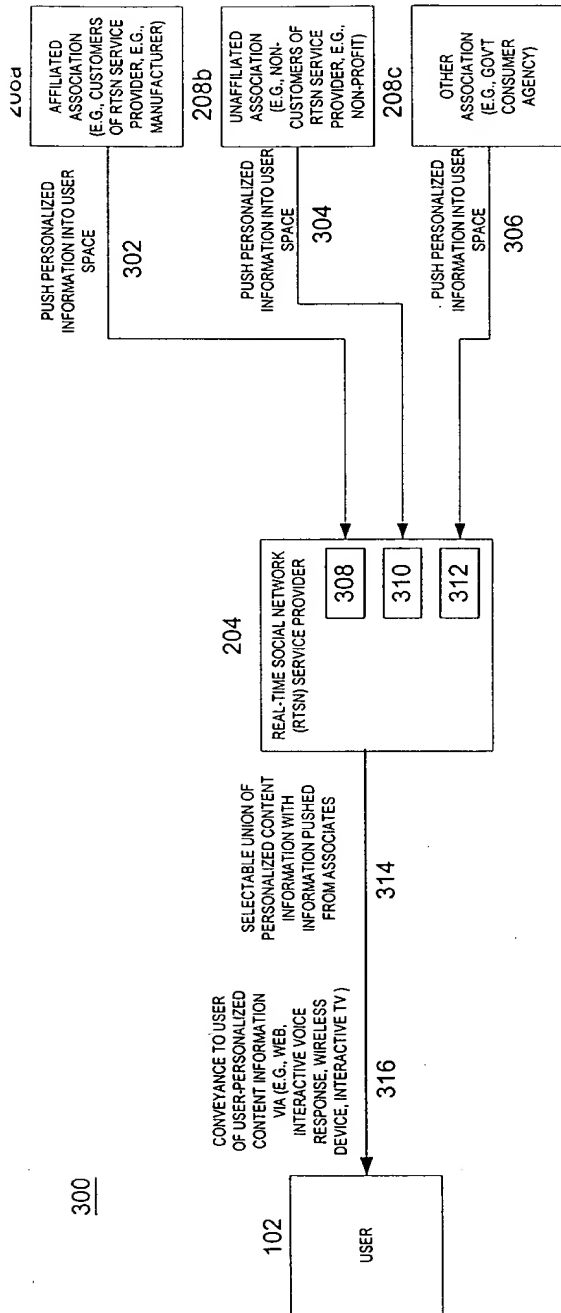


FIG. 3

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION
 INVENTOR: David A. BOLNICK et al.
 APPLN NO.: 09/829,937
 ATTY. DOCKET NO.: 35850-165999

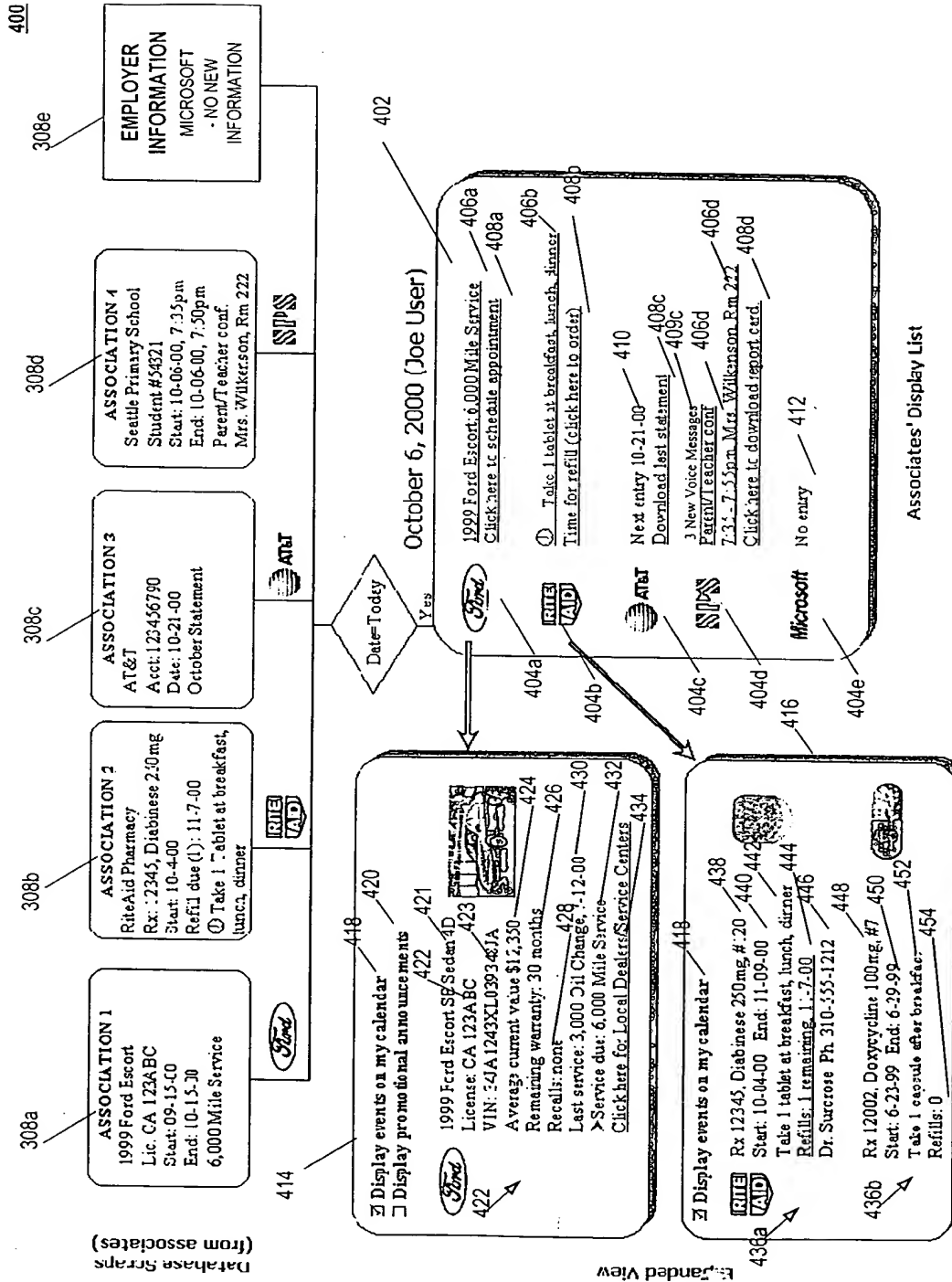


Figure 1. Associates' Data Flow Schematic

FIG. 4

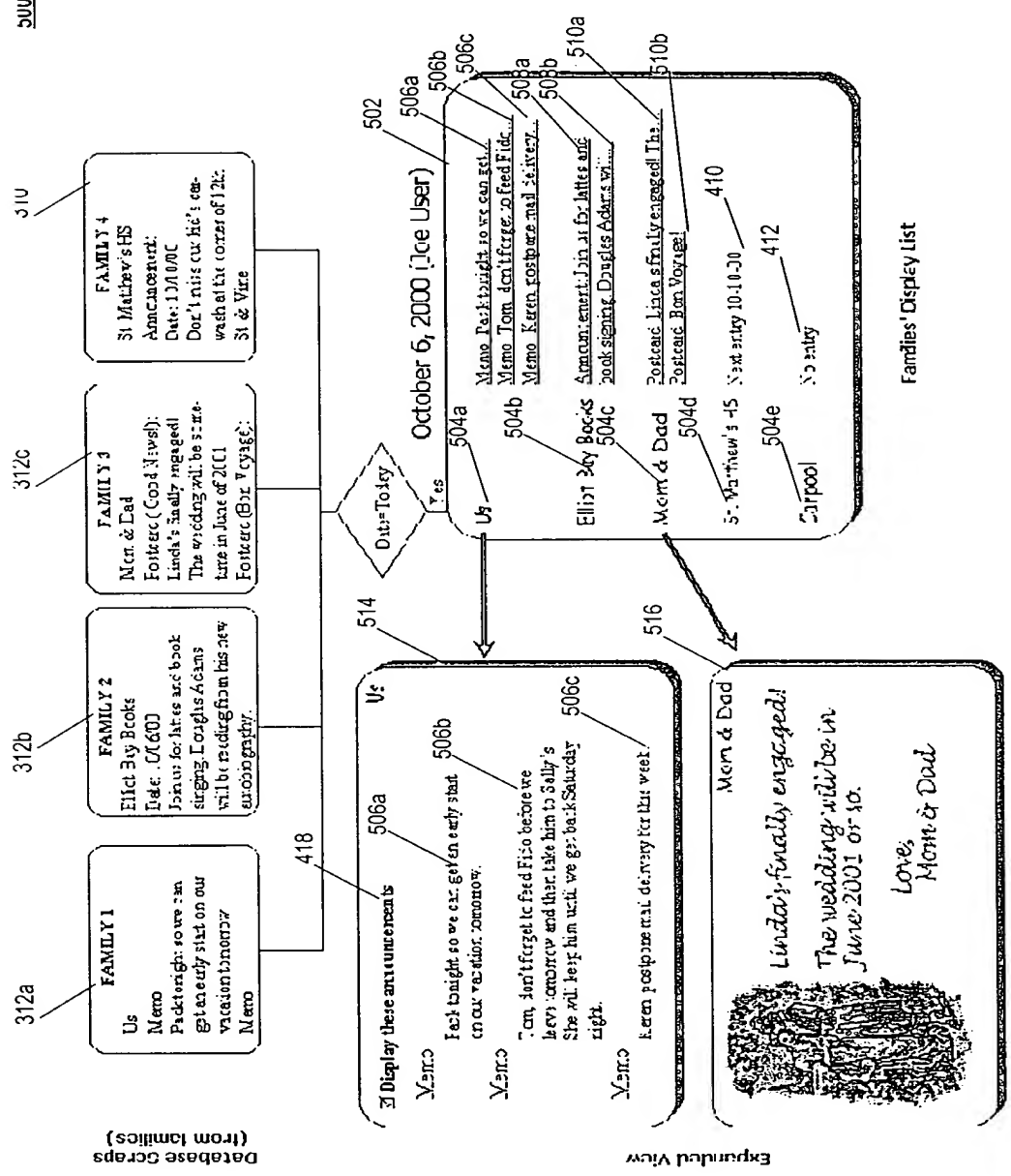
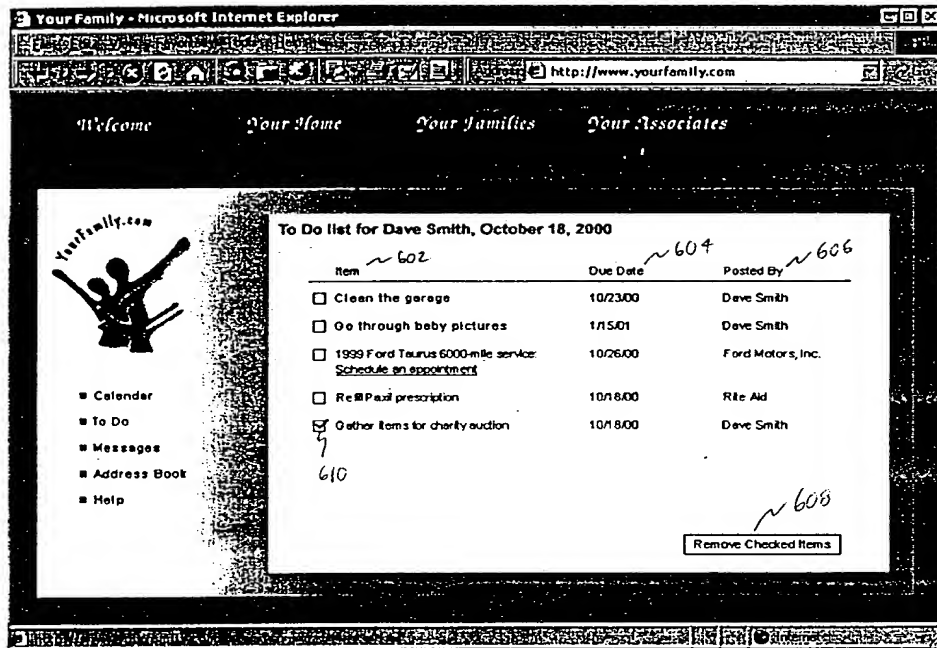


Figure 2. Families Data Flow Schematic

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INVENTOR: David A. BOLNICK et al.
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600

TITLE: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR
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INVENTOR: David A. BOLNICK et al.
APPLN NO.: 09/829,937
ATTY. DOCKET NO.: 35850-165999



Your Home (To-do view)

FIG. 6

TITLE: SYSTEM, METHOD AND COMPUTER
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PERSONALIZED USER INFORMATION
INVENTOR: David A. BOLNICK et al.
APPLN NO.: 09/829,937
ATTY. DOCKET NO.: 35850-165999

ASSOCIATE PROVIDERS (ASSOCIATES LIST VIEW)

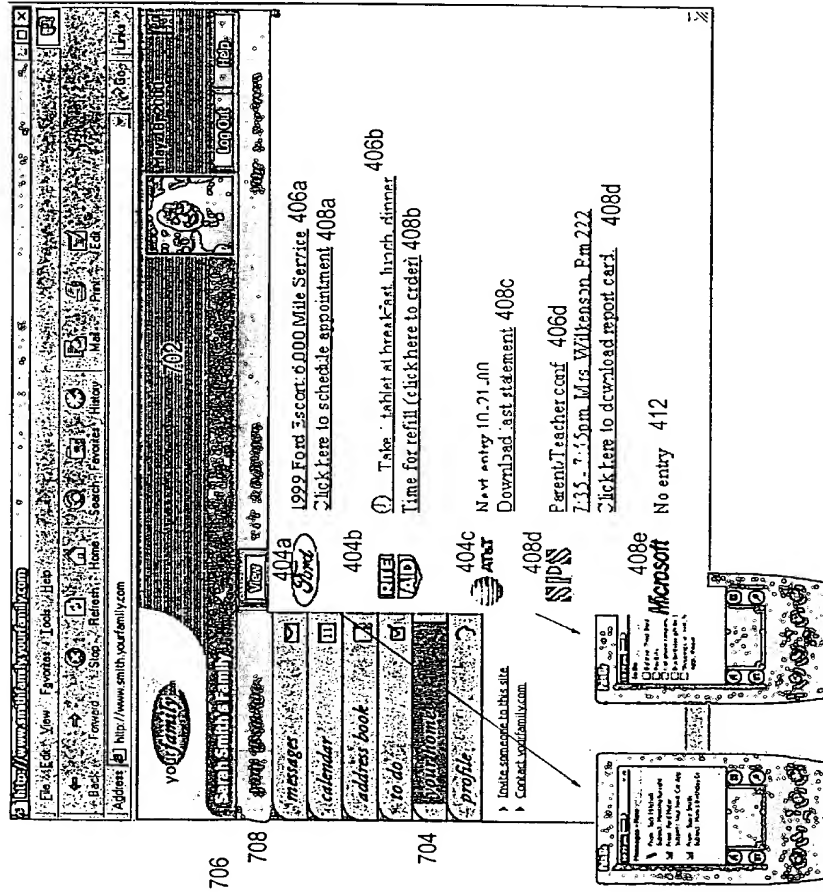


FIG.7

ASSOCIATE PROVIDER POP-UP (PERSONALIZED CUSTOMER INFORMATION)

Internet Explorer window showing the website <http://www.smithfamily.com>. The address bar displays <http://www.smithfamily.com>. The page content includes a navigation bar with links like Home, Search, Favorites, and a main content area with a calendar and a list of messages.

A pop-up window titled "1999 Ford Taurus" is displayed, showing personalized customer information and service reminders. The pop-up includes the following details:

- 1999 Ford Taurus**
- Add to To-do list**
- ☒ 6,000-mile service due 10-20-00
- ☐ Tire rotation due at 8,000 miles
- ☒ Gas cap recall (click for details)
- Click here for dealers/service centers**
- Order Parts**
- Recalls: 1, Gas Cap**
- Average current value: \$18,750**
- Remaining warranty: 26 months**
- Last Service: 3,000 mile service, 7-12-00**
- Previous** **Next**

The pop-up also displays a small image of a Ford Taurus and the text "Sedan, 4-door, Midnight gold License: CA, 123ABC VIN: 3AUJA1243XL039348JA Owner: David Bolnick (Bank of America)".

FIG. 8

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION

INVENTOR: David A. BOLNICK et al.

APPLN NO.: 09/829,937

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TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION
 INVENTOR: David A. BOLNICK et al.
 APPLN NO.: 09/829,937
 ATTY. DOCKET NO.: 35850-165999

900

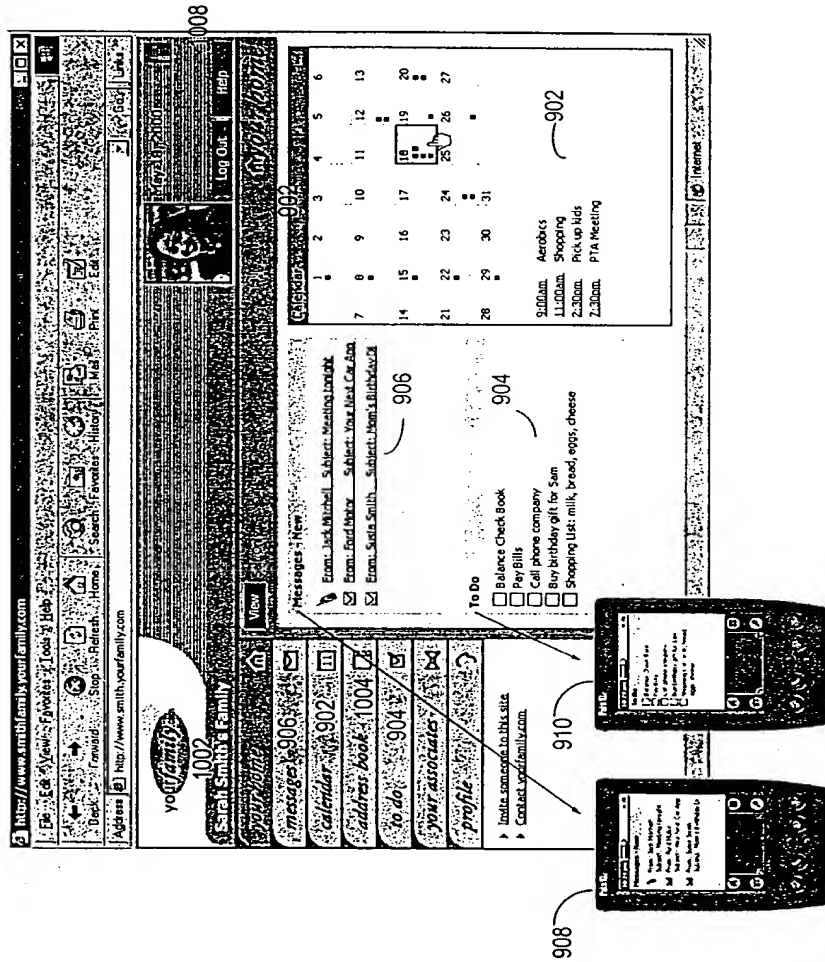


FIG. 9

TITLE: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR
GATHERING AND DELIVERING
PERSONALIZED USER INFORMATION

INVENTOR: David A. BOLNICK et al.

APPLN NO.: 09/829,937

ATTY. DOCKET NO.: 35850-165999

Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Open Recent Go to Today Day Week Month Find

Day Week Month

Day/Week/Month

Calendar

Folder List: Outlook Today - (David)

- Associates (1)
- Calendar (1)
- Contacts
- Deleted Items
- Drafts (3)
- Inbox (67)
- Journal
- Notes
- Outbox
- PocketMirror
- Sent Items
- Tasks (2)

October 10, 2000

September 2000

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

October 2000

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 2000

S	M	T	W	T	F	S
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		
31						

December 2000

S	M	T	W	T	F	S
						1
						2
						3
						4
						5
						6

TaskPad

Click here to add a new Task

Confirm Joe will pickup

6K mile service, 99 Ford Taurus

Pay property taxes 10/12

Rite Aid. Paid reill due. 10/15

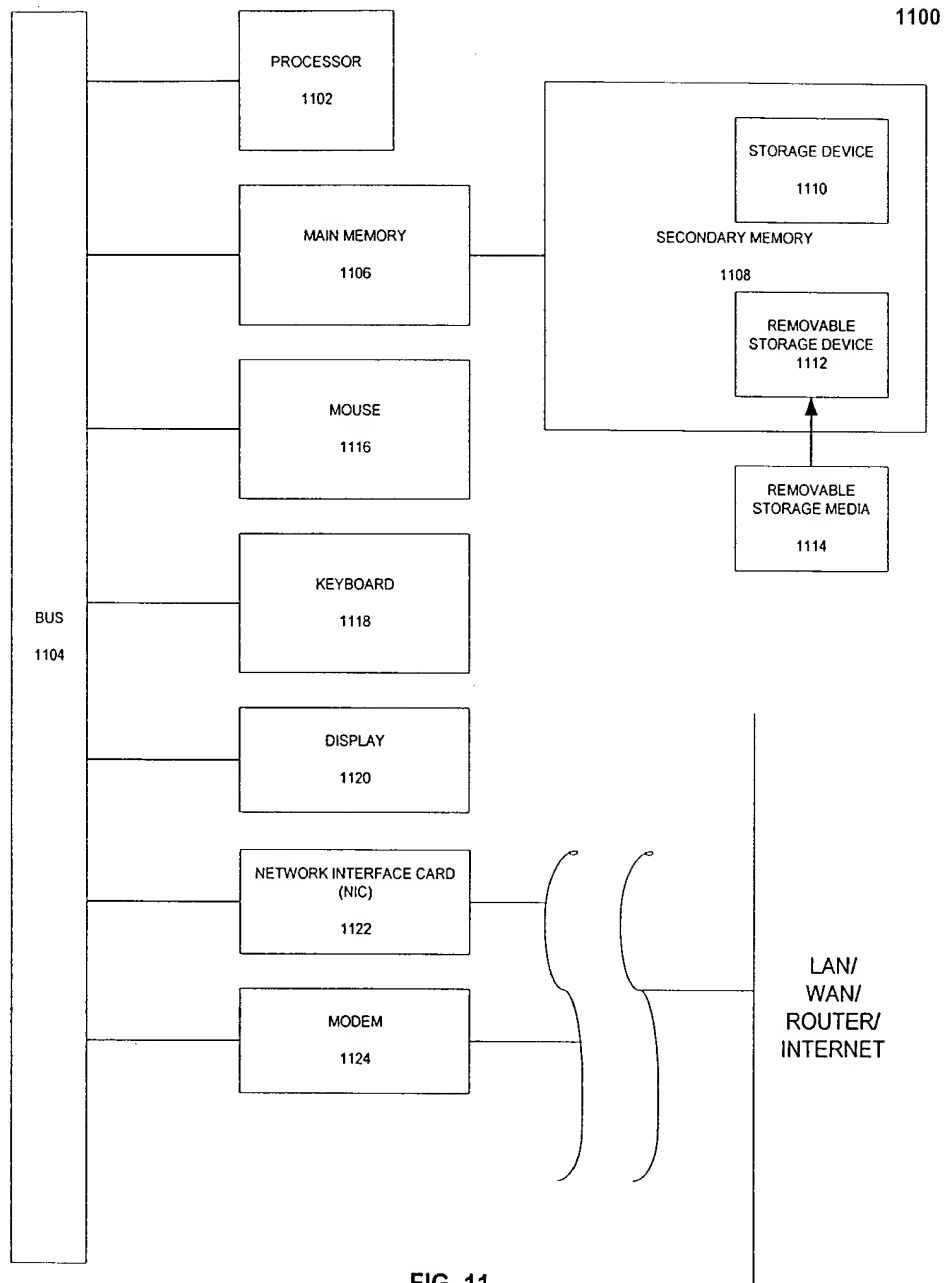
Check wife's dinner sch. Thur night

Get Mainer Tickets. Mon night

2 Items

FIG. 10

TITLE: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR
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PERSONALIZED USER INFORMATION
INVENTOR: David A. BOLNICK et al.
APPLN NO.: 09/829,937
ATTY. DOCKET NO.: 35850-165999

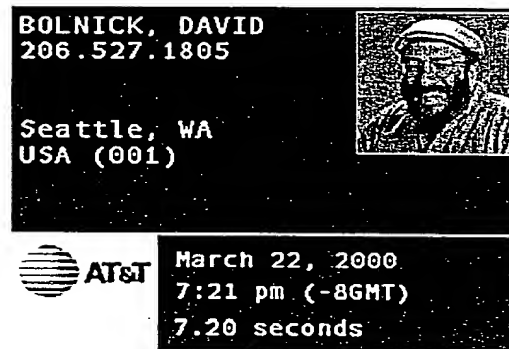


FIG. 12

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION

INVENTOR: David A. BOLNICK et al.

APPLN NO.: 09/829,937

ATTY. DOCKET NO.: 35850-165999

1300

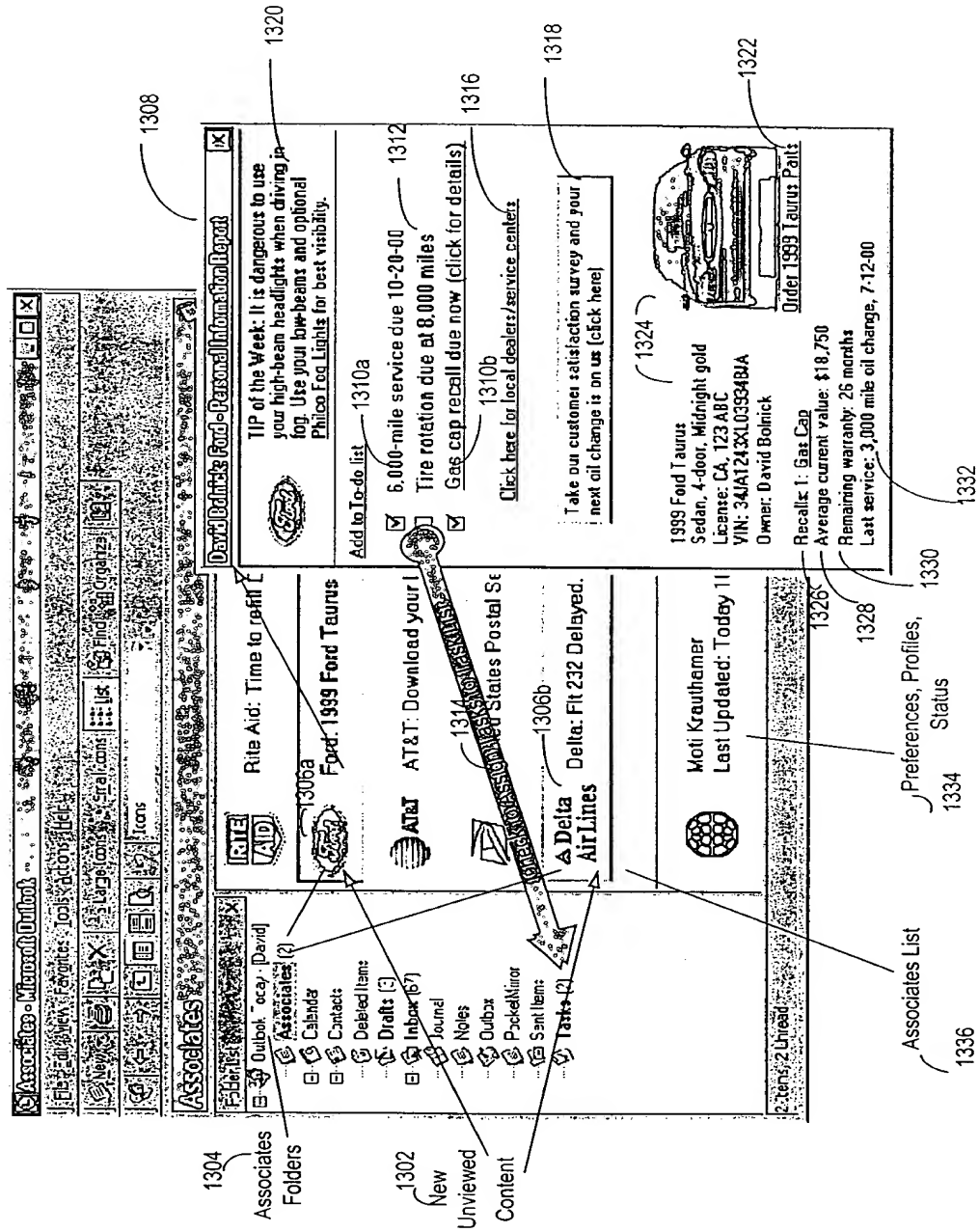


FIG. 13A

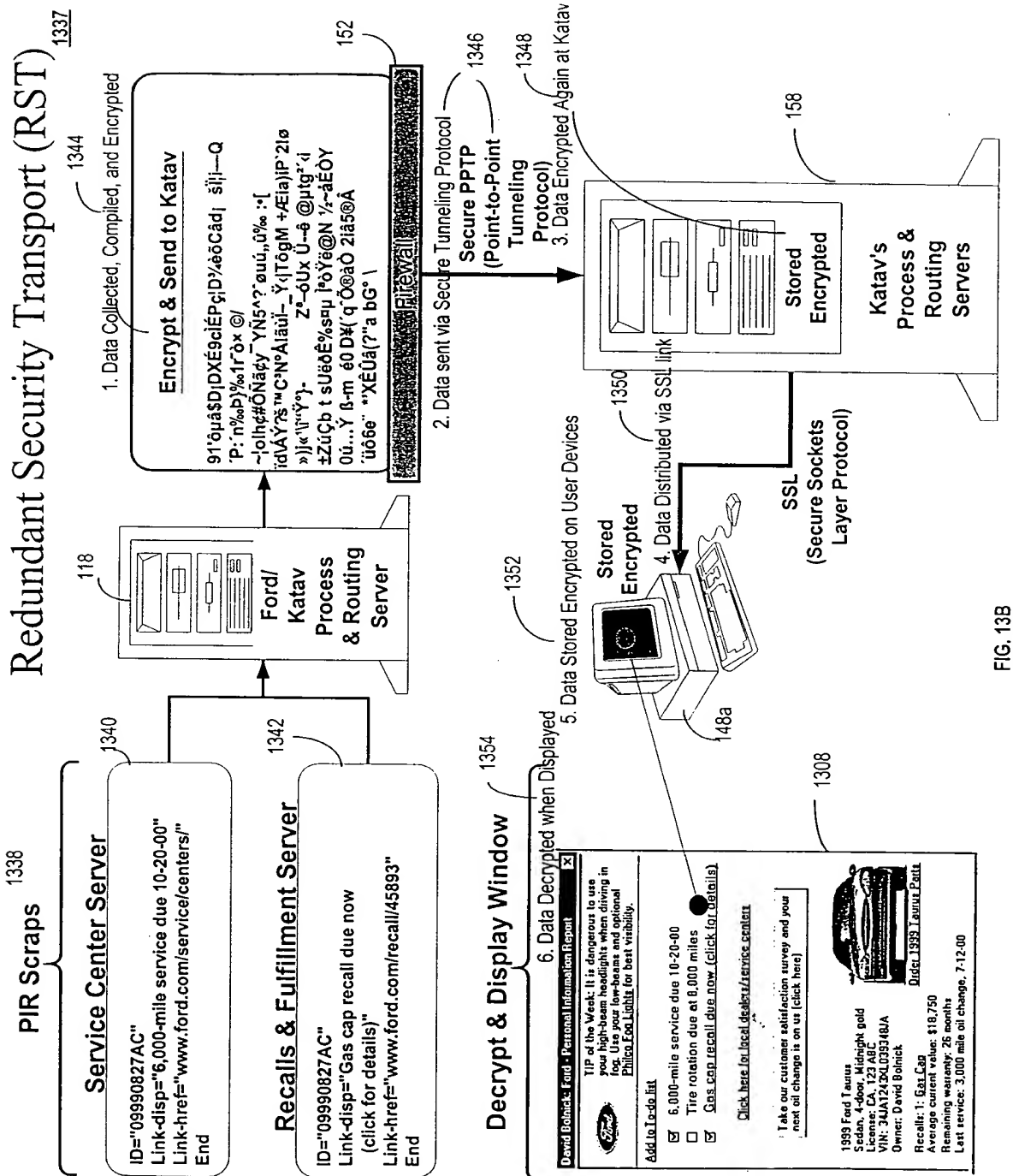


FIG. 13B

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION

INVENTOR: David A. BOLNICK et al.

APPLN NO.: 09/829,937

ATTY. DOCKET NO.: 35850-165999

1410

UNITED New York (JFK) to Seattle (SEA) 1416 David A Bolnick Sunday, April 8

Due to the delayed arrival of Flight 957, you will miss your New York (JFK) connection. Below are alternative flight to choose from. Please select one for immediate booking. Then press SUBMIT and wait for your confirmation.

Select Flight line Depart Active Availability Stops Old (m)

United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421
United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421
United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421
United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421
United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421

Buttons: SUBMIT, CANCEL, HELP

msn 1408 Calendar david@hotmail.com

Calendar Tasks Reminders Notes Options Help

Sunday April 8, 2001

Time Appointment

9:00 AM (LJ)	United F 957 London (LHR) to New York (JFK)
10:00 AM (LJ)	
11:00 AM (LJ)	
12:00 PM (LJ)	
1:00 PM (LJ)	
2:00 PM (LJ)	
3:00 PM (LJ)	
4:00 PM (LJ)	

Buttons: CLOSE

UNITED Mileage Plus Premier Executive

Last Updated: 8 April 2001, 9:00 AM PT

David A Bolnick

Account: 00349549

Miles: 1,244,505 YTD: 67,402 1K: 32,598

Upgrade Bonus Miles: 5,000

Buttons: Add All Flight Times to Calendar

Sunday, April 8, 2001: London to Seattle Ticket: 2081209344

Flight line Depart Active Availability Stops Old (m)

United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421
United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421

Buttons: Add to To-do list, Purchase miles, Request upgrade, Award travel

msn 1426 Calendar david@hotmail.com

Calendar Tasks Reminders Notes Options Help

Sunday April 8, 2001

Time Appointment

9:00 AM (LJ)	United F 957 London (LHR) to New York (JFK)
10:00 AM (LJ)	
11:00 AM (LJ)	
12:00 PM (LJ)	
1:00 PM (LJ)	
2:00 PM (LJ)	
3:00 PM (LJ)	
4:00 PM (LJ)	
5:00 PM (LJ)	

Buttons: CLOSE

UNITED Mileage Plus Premier Executive

Last Updated: 8 April 2001, 9:00 AM PT

David A Bolnick

Account: 00349549

Miles: 1,244,505 YTD: 67,402 1K: 32,598

Upgrade Bonus Miles: 5,000

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United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
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United Airlines	6:00 pm	7:22 pm	Seattle	Non-stop	2421
Alaska	6:00 pm	7:22 pm	Seattle	Non-stop	2421

Buttons: Add to To-do list, Purchase miles, Request upgrade, Award travel

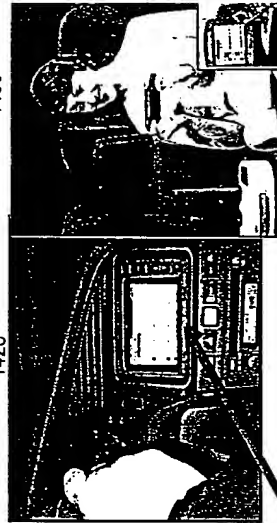


FIG. 14

1510

Access on Windows Desktop

1500

Delta
delta.com

SkyMiles
Moti Krauthamer

Account: 034920AB SkyMiles: 255,000 Miles

Reservations

Specials

Profile

Add to Calendar

☒ Depart: Tue, Oct 31, 11:00am, Flt 232, SeaTac Airport

☒ Arrival: Same day, 2:00pm, San Francisco International

☐ Car Rental: Tue, Oct 31, Avis [234034] Buick Skylark

Add to To-do list

☐ Earn 5000 miles by taking our customer satisfaction survey by the end of November 2000 [click here]

☒ Make hotel reservation for Oct 31 travel

Tuesday, October 31, 2001

Depart: 11:00am Flt 232 SeaTac Airport

Check in: Required - 45 minutes before departure

Seat: 2B Reserved

Upgrade: First Class (Cleared), 2000 SkyMiles

Meals: Special (Vegetarian)

Rite Aid

Associates

Rite Aid Awards Member

AT&T

AT&T Telecommunications

United States Postal Service

Delta Airlines: Exec Flyer

Delta Airlines

Moti Krauthamer

Last Updated: Today 10:34am

Display My Accounts

Update My Accounts

Properties

Start

PIR - Moti Krauthamer

10:00AM

1512

1514

1516

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ATTY. DOCKET NO.: 35850-165999

FIG. 15

1600

INVENTOR: David A. BOLNICK et al.
APPLN NO.: 09/829,937
ATTY. DOCKET NO.: 35850-165999

FIG. 16

FIG. 16

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR GATHERING AND DELIVERING PERSONALIZED USER INFORMATION

INVENTOR: David A. BOLNICK et al.

APPLN NO.: 09/829,937

ATTY. DOCKET NO.: 35850-165999

1700

1702

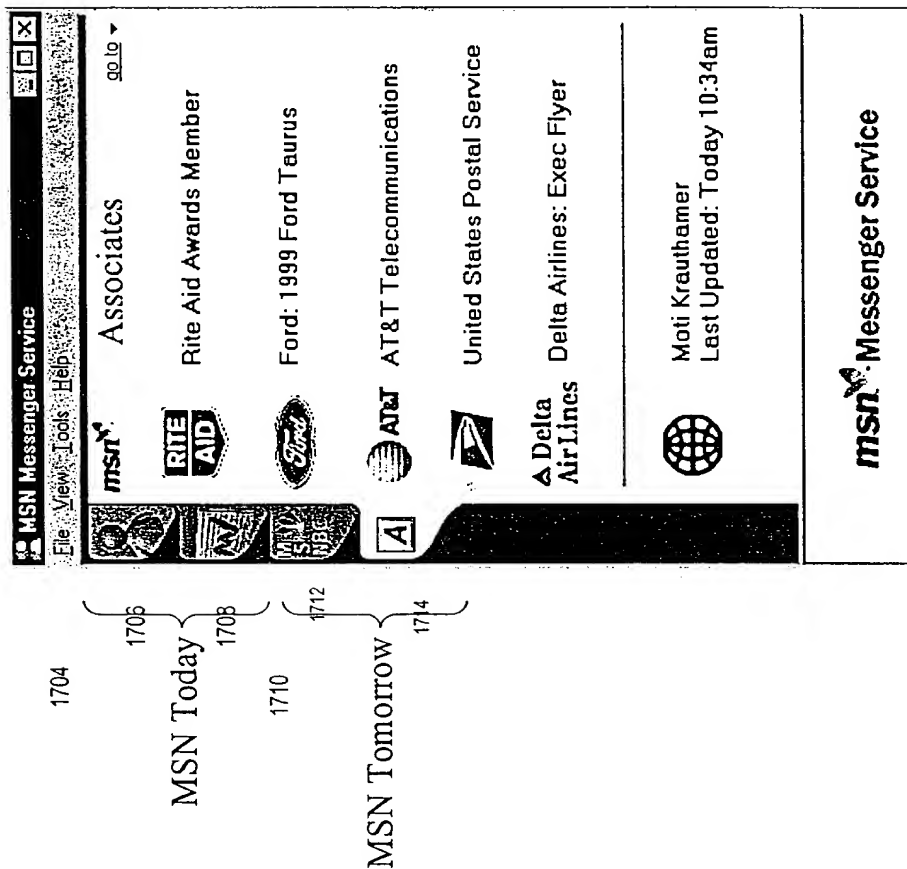


FIG. 17